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|  | **Job Title:** | **HR Administrator** | **Dept.:** | **Charity/Clinical/Trading** |  |

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|  |  | **Essential/Desirable** | **Evidence** |  |
| **A: EDUCATION**  **QUALIFICATIONS AND TRAINING**  Level of education, specific qualifications, specialised training, training requirements for the job) | **Essential:**   * Educated to a good standard GCSE level.   **Desirable:**   * CIPD level 3 qualified or working towards. | Application Form  Certificates  CPD  Interview |
| **B: EXPERIENCE**  (Length, type and level of work-related experience) | **Essential:**   * Experience of working with colleagues at all levels. * Experience of working with confidential information where discretion is required. * Experience of a role where customer service is key to service delivery.   **Desirable:**   * Experience in working within a busy HR function * Experience of working within HR within the retail sector. | Application Form  Interview  CPD |
| **C: SKILLS**  **KNOWLEDE**  **ABILITIES**  (Range and level of skills, depth of knowledge required for the job) | * Excellent communication skills, both verbal and written. * Accurate data entry skills. * Ability to problem solve and formulate plans to overcome difficult situations. * Ability to communicate complex information across professional boundaries. * Act as an ambassador for the overall work of the charity. * Ability to work flexibly. * Have a strong attention to detail. * Good listener. * Ability to maintain confidentiality. * Good numeracy and literacy skills. * Understanding of audit and governance procedures. * Computer literate to a high standard, including the use of all Microsoft packages. * Able to establish trusted relationships with managers and fellow colleagues. | Application Form  Interview  References  CPD |
| **D: APTITUDES AND ATTRIBUTES** (Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales) | * Reliable and committed. * Self-motivated and enthusiastic. * Punctual and conscientious. * Ability to work autonomously and part of a team. * Able to multi-task and keep calm under pressure. * High professional standards. * Excellent attention to detail. * Able to prioritise workloads. | Application form  Interview  References |
| **E: OTHER JOB REQUIREMENTS**  (Physical/health requirements, specific requirements e.g. car owner/driver, full, clean, current UK Driving Licence) | **Essential**   * Basic DBS check.   **Desirable**   * Driving license. | Application form  References  DBS checking service  Driving Licence check |
|  | **F: PERSONAL QUALITIES AND VALUES** | * **RECEPTIVE –** We define **success** as continuous improvement and aim for **excellence** in our lifesaving services and community projects * **RESPECTFUL** – we are a community-based organisation with a **‘one team’** culture that embraces and encourages **honesty**. * **RESPONSIBLE** – we aim to create the best possible **future for everyone** and strive thrive to place **sustainability** at the heart of everything we do. * **RELEVANT** – we are open to new ideas and ways of working, across our clinical and charity operations, providing total transparency to all stakeholders. * **RECOGNITION** – we **value our relationships** - with staff, supporters and the wider communities we serve - **working together** to achieve the best possible patient outcome. | Application form  Interview  References |  |

**The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties**